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SERVICE MANUAL

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Organizer: The Panda Club, USA
Agency in China: Oxford International Education (Group)
主办方: 美国熊猫俱乐部 中国区总代理: 牛津国际教育集团 (美国)

Daring to assure you a promising future!
Transformation of aspiring youth to the pillars of China

future has just begun!

我们敢于向您承诺一个看得见的未来！

让今日中国的有志青少年，成为明日世界腾飞的蛟龙！



Singapore

START FOR FURTHER

“

Begin the Path to a Life's Journey and Powerful Changes Ahead!

Panda Club has over 100 Exclusive Services catering towards China's future leaders and enriching their worldly experience!

这，是一个全新的开始。

这，是一个全新的征程。

这，是一个全新的改变。

熊猫计划，培养国宝级人才，100余项尊贵服务，重磅出击！

这一刻，你为之而改变；下一刻，**世界因你而改变！**”

Service Items (still expanding)

熊猫俱乐部 服务内容项 (增加中)



BASIC SERVICES

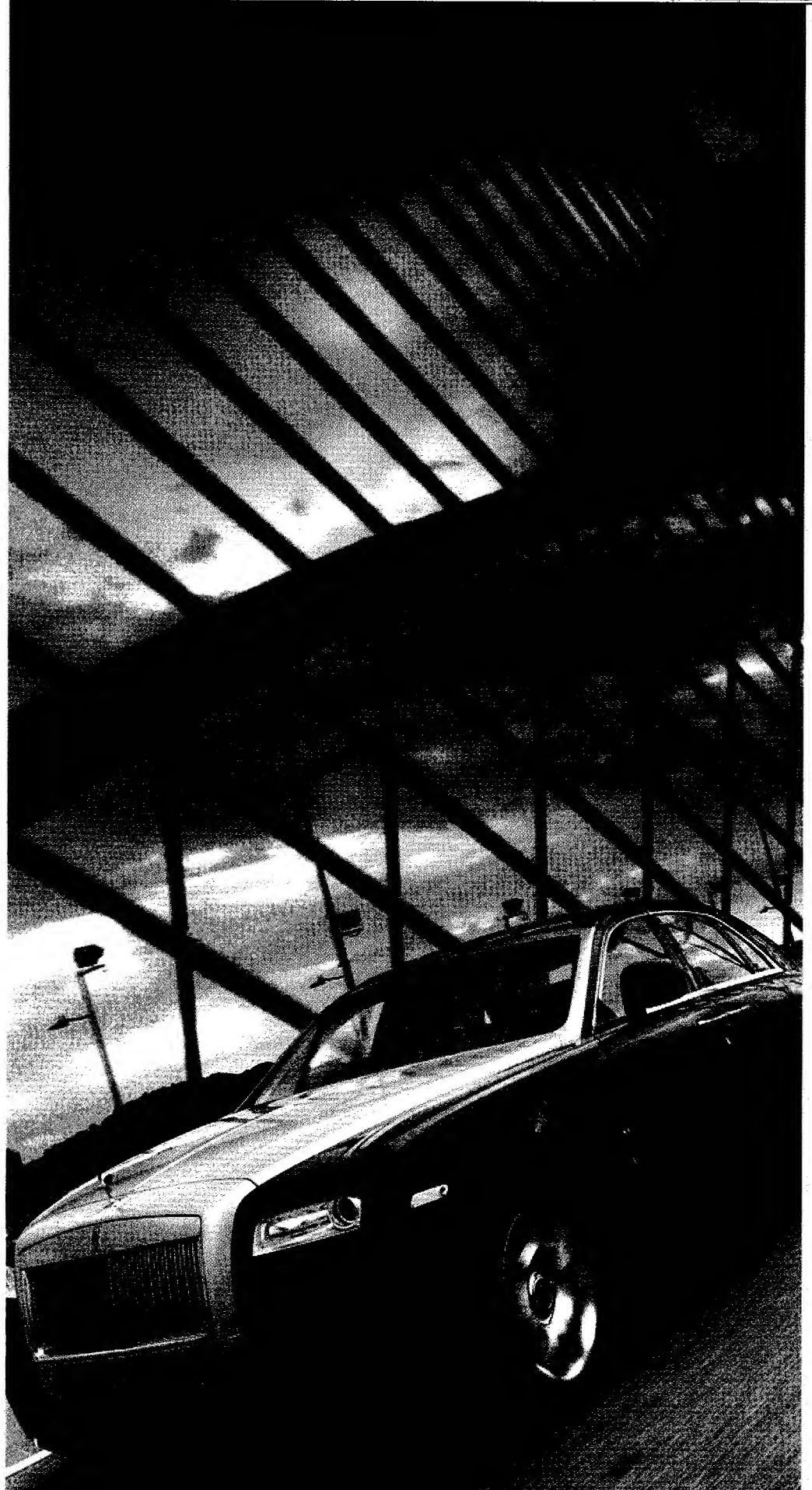
基础服务项

Panda Club emphasizes on high-end services and foremost quality before everything. Each panda will receive a customized approach in professional services.

熊猫俱乐部服务高端，崇尚品质。我们提供的每项服务都特别注重会员体验，力求做好每个细节，让每位会员得到最专业、最有价值的服务。



1. The main venue is a super-luxury villa, which is over 200,000 square meters.
2. Airport transportation services (Mercedes S-class, BMW 7-series, or equivalent class vehicle), Accompanied visits and private aircraft service.
3. Asian and western cuisine or catering prepared by world renowned chefs or certified Master Chef(s).
4. Five-star accommodation and support services in USA.
5. Fitness services consist of golf, tennis, table tennis, badminton, billiards, swimming, dancing, yoga, and mediation.
1. 提供20万平米以上的超级豪华别墅作为会员的活动场所
2. 提供奔驰/宝马/宾利豪车机场接送，考察陪同，以及私人飞机服务
3. 特聘专业厨师提供中西膳食服务
4. 提供在美活动期间五星级豪华住宿和配套服务
5. 提供网球，乒乓球，羽毛球，台球，健身，游泳池，形体，舞蹈等康体活动



熊猫计划 服务手册 SERVICE MANUAL

SERVICES FOR YOUNG PANDAS

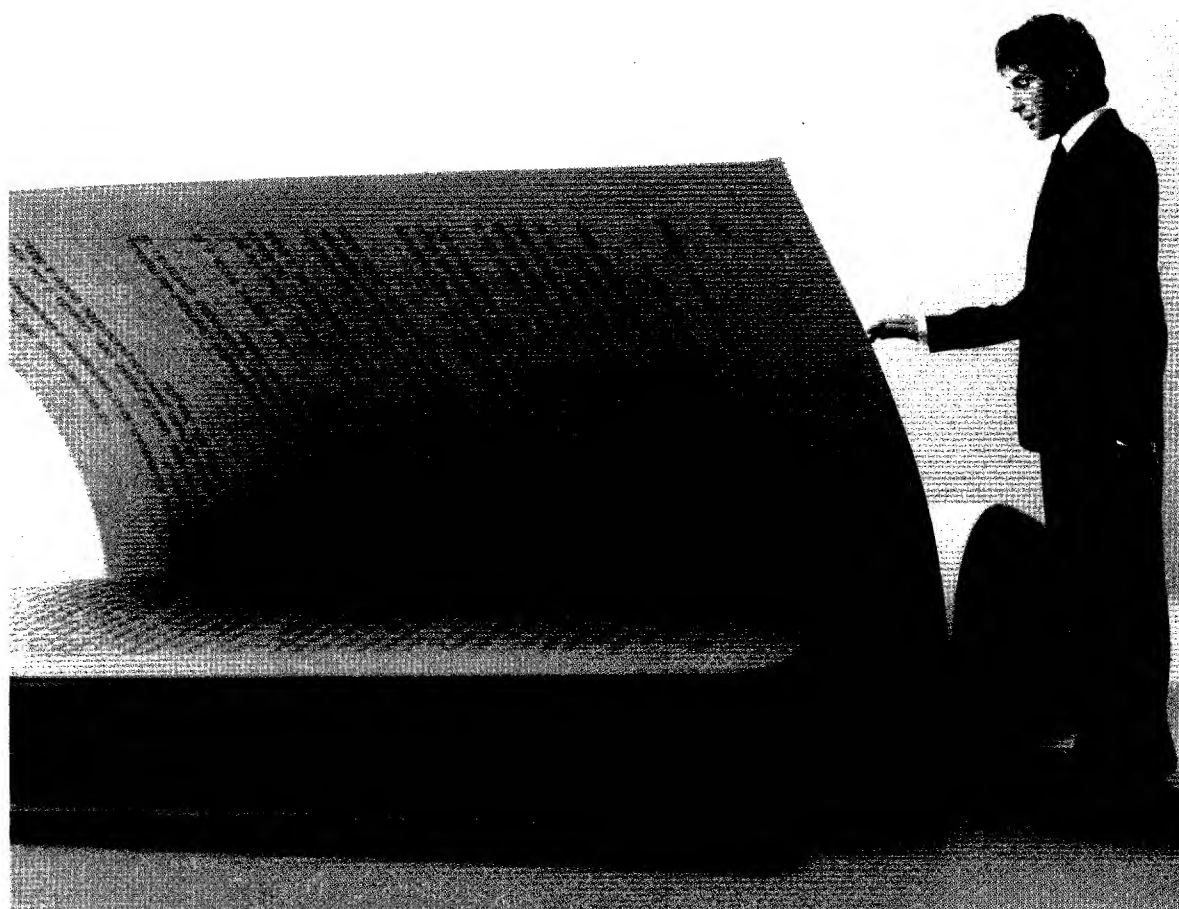
针对学生的服务项

Services for Young Pandas- We offer a 360-degree evaluation to address and to reflect on character development including higher education preparation, celebrity and dignitary gathering, public volunteerism, and public relationship training. Intelligence quotient, emotional intelligence quotient, adversity quotient increase over time through expert trainings and proper coaching.

熊猫俱乐部为学生客户提供高端名校申请、访问学习、专家培训、名人会晤、公益活动、形象包装等多项服务。360°关注学生的学习和业余文化生活，从智商、情商、逆商等多方面培养学生综合素质。

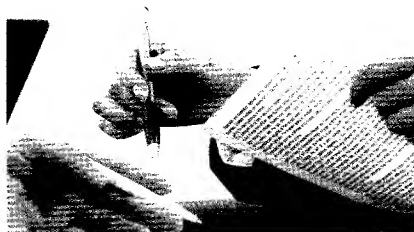
Service before Going Abroad. 出国前的服务

1. Higher education preparation.
2. 2-Week U.S. university campus tours to help young pandas identify dream schools.
3. Oversea professional one-on-one instrument writing.
4. Assist students to communicate with authoritative professors in USA prestigious Universities.
5. Language course (TOELF, SAT1, SAT2) one on one class by professional tutors (2 foreign tutors, 2 Chinese tutors)
6. Oversea living training by foreign teachers.
7. 5 years studying abroad insurance (China Ping An Insurance Company).
1. 提供美国 Top30 名校的申请服务
2. 提供两周美国海外名校考察，提升学生申请背景
3. 提供海外对口专业人士一对一文书写作服务
4. 提供美国名校权威导师的专业套磁服务
5. 提供语言学习课程（托福、SAT1、SAT2）一对一的专家授课服务（2名外教、2名中教）
6. 提供外教海外英语课程及生存特训
7. 提供海外求学5年的保险费用（中国平安保险公司）



SERVICES FOR YOUNG PANDAS





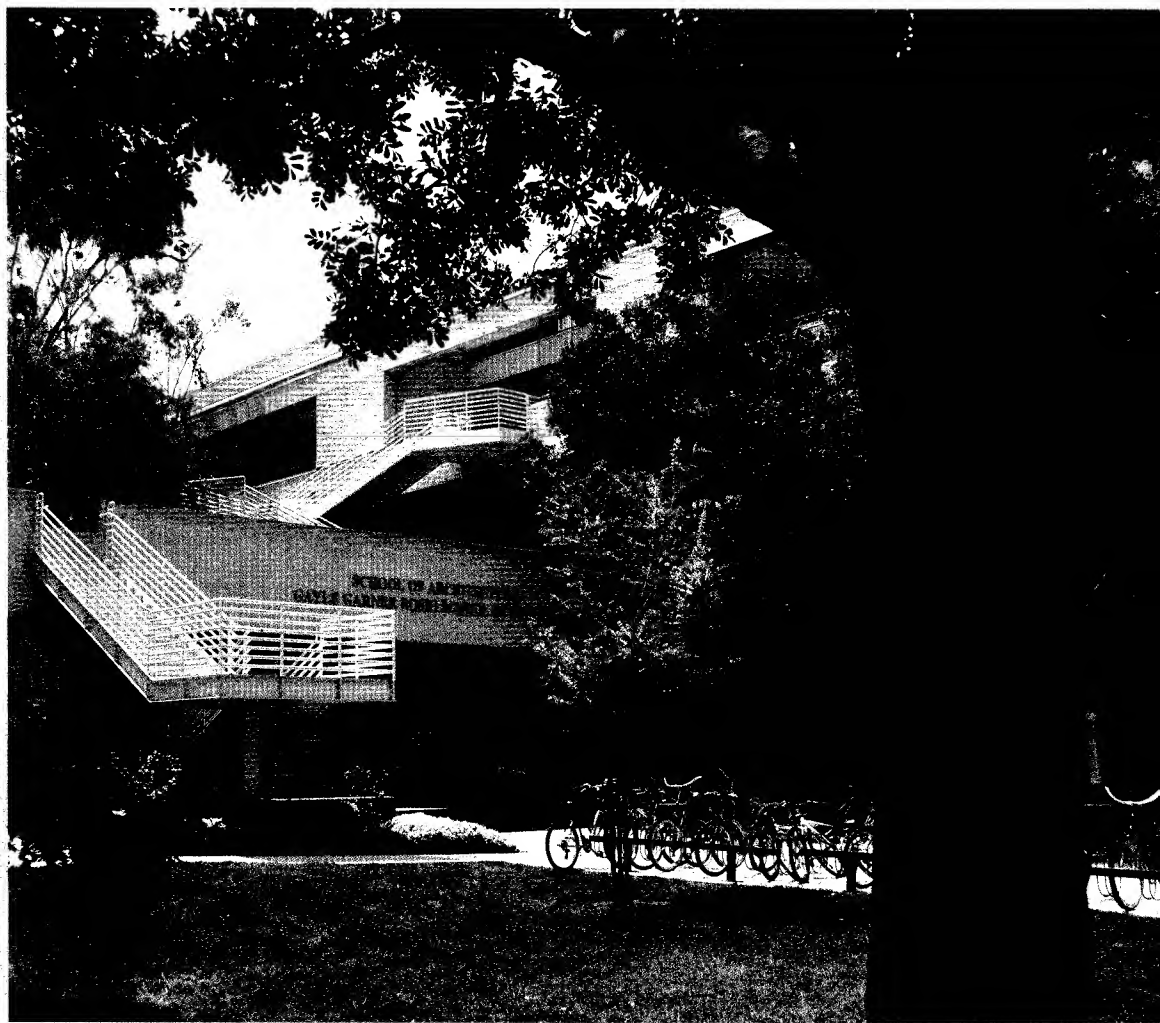
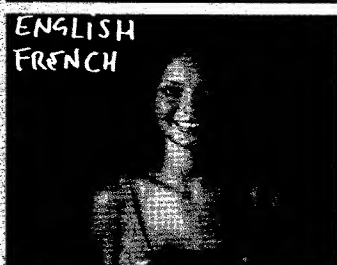
Service before Going Abroad. 出国前的服务

8. Open HSBC or Citibank accounts for students.
 9. VIP Visa full-around guide and relative services.
 10. Second major application and transfer major application.
 11. Local SIM card with 500 min talk time. Contacting families immediately.
 12. Plane ticket (business class) to USA for the first year register.
 13. Guide book for USA study and living.
 14. Door-to-door moving services.
 15. Guide and relative services to rent and purchase houses.
 16. Opportunity to be visiting scholars of Yale University or Equivalent. (after graduating from University)
-
8. 为学生开设HSBC (汇丰银行)、花旗银行等海内外关联的银行账户
 9. 提供VIP专享签证一对一指导服务及与签证相关的全程一对一服务
 10. 提供第二专业申请服务, 或者转专业申请服务
 11. 提供落地sim卡, 内含500分钟话费, 第一时间联络亲人
 12. 提供学生第一年去学校报到, 飞往美国的商务舱飞机票
 13. 提供美国留学生活服务指导手册
 14. 提供door to door的搬家服务
 15. 提供美国租房, 购房指导及服务
 16. 提供耶鲁大学访问学者机会 (大学毕业即可)

EDUCATION

◆ Abroad Service 出国后的服务·学业方面 —

1. One-on-one and one-on-three academic guidance by local authoritative tutors and professors
 2. Lectures by famous professor regularly. (No less than four times per year)
 3. At least 2 lectures by Nobel Laureates every year.
 4. Detailed feedbacks about students' study, discussions, and activities in the club will be reported to parents regularly.
 5. Aiming to promote language ability, Club provides oral English training by professional tutors
 6. Thesis writing guidance by professional tutors, and material preparation assistance for thesis.
 7. Application and guidance service for continued Master Degree or Doctoral Degree.
-
1. 聘请当地优秀教师、教授为学生进行一对一、一对三的课业辅导，保证学生顺利完成学业
 2. 定期聘请1名著名教授为学生举办讲座（全年不少于4次）
 3. 每年至少举办两次有诺贝尔奖获得者参加的讲座
 4. 全程记录学生在俱乐部的学习，讨论和活动的详细情况，定期向家长反馈
 5. 针对学生语言弱项，聘请专业口语教师提供语言交流的强化训练
 6. 在学生毕业时，聘请专业老师指导毕业论文写作，并协助完成论文答辩的材料准备工作
 7. 为学生提供本硕续读和硕博续读的指导和辅导服务



LIVING

Abroad Service 出国后的服务·生活方面

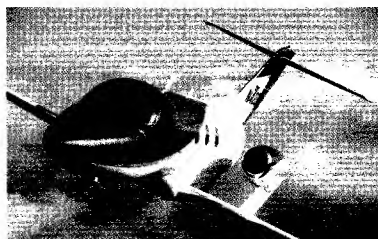
1. Professional psychological consultation by life assistants.
 2. Living guides by life assistants.
 3. Professional legal advices.
 4. Detailed feedbacks about students' living situation will be reported to parents regularly.
 5. Health care guide services, including medical treatment and beauty consultation.
 6. The professional family physicians will solve health problems of students regularly.
 7. Organizing Birthday Parties for every student each year.
 8. According to students' requirements, car and yacht renting and vehicle purchasing service will be provided.
 9. Airport pickup and luxury hotel arrangement for the journey to USA during summer holidays.
 10. Couture for all occasions designed by famous fashion designers.
 11. Consultation services for renting and purchasing houses.
 12. Housekeeping services by specific staff.
 13. U.S. security consultation and services of guardians of minors.
- | | |
|------------------------------|----------------------------------|
| 14. 聘请高级心理师提供专业心理咨询服务 | 18. 根据学生需求, 提供租车, 租私人飞机, 租游艇以及帆船 |
| 15. 聘请优秀的生活辅导员提供生活指导服务 | 19. 提供学生暑期返美的接机和高档酒店住宿服务 |
| 16. 聘请知名律师提供专业法律咨询服务 | 20. 聘请知名服装设计师量身定制不同场合的礼服 |
| 17. 全程记录学生的生活情况, 定期向家长反馈 | 21. 提供租房、买房专业咨询服务以及手续代办服务 |
| 22. 提供就医指导, 美容等一系列养生保健服务 | 22. 聘请专业的家政人员为有房的学生提供家政服务 |
| 23. 定期聘请专业的家庭医生解决学生的身体疾病健康问题 | 23. 提供在美国安全咨询及未成年人的监护人服务 |
| 24. 每年为学生举办一次大型生日聚会 | |



◆ Abroad Service 出国后的服务 · 社交关系方面 ◆

1. Meeting with political celebrities of USA (Former President, Secretary of State, Senator).
 2. Workshops where political and business celebrities of China will participate. (No less than 4 times)
 3. Regular social etiquette training in both Asian and western etiquettes.
 4. All forms of student association are held to harmonize students and society on an irregular basis.
 5. Discussion and workshop participated by student representatives from American Universities.
 6. An elaborate social contact address book after graduation.
 7. Students will be recommended to public organizations and take part in important positions.
1. 安排学生与美国政界要人（前总统、国务卿、议员等）见面、座谈
 2. 每年不定期邀请国内外商界、政界的知名人士开办专题讨论会（不少于4次）
 3. 定期安排专业人士传授和训练学生的社交礼仪
 4. 每年不定期为学生举办各种形式的同学会，联谊会，老乡会等，融洽学生的社会关系
 5. 不定期举办与美国名校学生代表的座谈及交流会
 6. 在学生毕业时统一为学生制作精美的社会关系通讯录
 7. 推荐学生进入不同社会团体担任要职

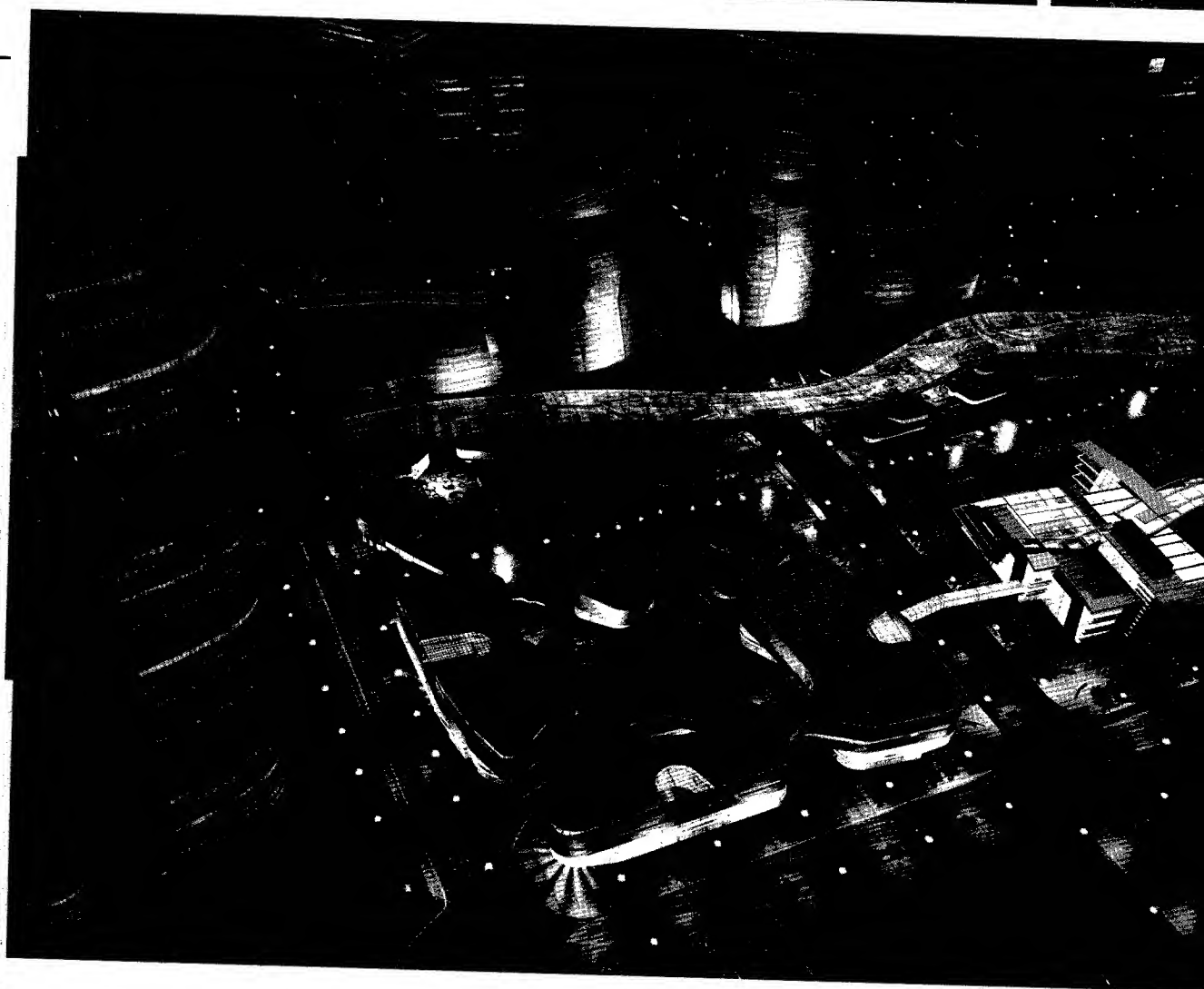




PERSONAL DEVELOPMENT

✦ Abroad Service 出国后的服务 · 技能和素质提升方面

1. Pilot training. Assist young pandas to obtain his or her pilot license.
 2. Vehicle and Yacht training. Assist young panda to obtain the necessary licenses in yachting and driving.
 3. Computer skill training. Assist students to obtain professional computer skills.
 4. Outdoor and Survival Skills Activities including but not limited to, rock climbing, drifting, camping, hiking, horseback riding, and archery.
1. 协助提供飞行驾驶培训, 帮助学生考取飞行驾照
2. 根据需要提供汽车、游艇驾驶培训, 帮助学生考取汽车驾照和游艇执照
3. 根据需要提供电脑技能培训, 帮助学生掌握专业课程外的电脑运用技能
4. 组织登山、溯溪、露营、野炊、探洞、穿越、攀岩、远足等户外活动, 锻炼学生野外生存能力



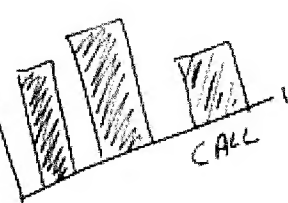


INTERNSHIP

❖ Abroad Service 出国后的服务 · 社会实践方面

1. Opportunity to participate in social projects and business projects organized by senior professors.
 2. Internship in World Fortune 500 Companies.
 3. Practical courses in capital operation provided by venture capital institutions of USA. Increases students' operational capacity in capital operation.
 4. Practical outward bounds cooperated with Top Universities, such as West Point and Harvard Business School. Cultivate excellent psychological quality; enhance EQ and anti-frustration ability.
 5. Student practical camp cooperated by Yale University.
 6. Public benefit activities in USA, such as volunteering
-
1. 聘请资深专家开设实战性社会项目或商业课题项目供学生进行课业实习
 2. 为学生提供在世界500强企业实习的机会
 3. 联系美国风投机构为学生提供资本运作的实践教学,训练学生实际资本运作的操作能力
 4. 与西点军校或哈佛大学商学院等顶尖学府合作,开办各类实战型训练项目,训练和培养学生具备良好的心理素质,提高学生的情商和抗挫折能力
 5. 与耶鲁大学合作,开设学生实践营
 6. 提供美国当地志愿者等公益性方面的活动

DB

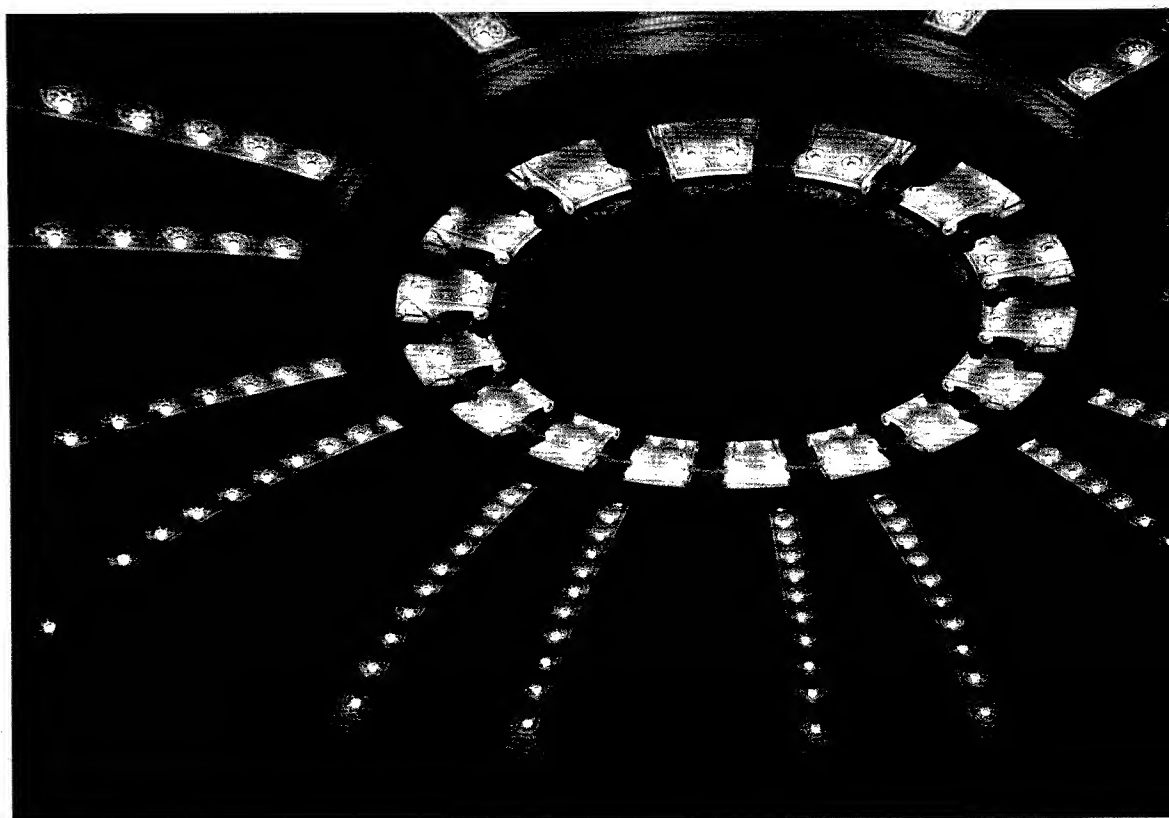


LEADERSHIP DEVELOPMENT

◆ Abroad Service 出国后的服务 · 领导力培养 ◆

1. Regular systematic training in public speeches and leader styles by professional tutors.
2. Expert course: Ways of Leadership and Persuasive Skills
3. Expert course: Team Replication
4. Expert course: Charismatic Leadership
5. Intensive training in psychological success by Masters. Improve students' psychological quality, such as emotional intelligence quotient and adversity quotient.
6. Internal groups and activities organized by students in turns. Cultivate students' leadership.
7. Provide lecture DVDs and famous literatures authored by political and business celebrities.

1. 定期安排专业人士系统培养学生的公众演讲能力和领袖风范
2. 安排学生参加《领袖之道》大型专家课程
3. 安排学生参加《团队复制》大型专家课程
4. 安排学生参加《领导艺术魅力》大型专家课程
5. 聘请大师级专家对学生成功心理强化训练, 提高学生情商、逆商等心理素质
6. 俱乐部内部成立不同的峰会以及各种不同的活动, 由学生轮流担任组织者, 培养组织领导能力
7. 提供政界、商界领袖系列演讲光盘及相关著名书籍



PUBLIC BENEFIT ACTIVITIES

Abroad Service 出国后的服务 · 社会公益方面



1. Public benefits activities in world poverty. Cultivate students' public benefit awareness.
2. Assist students to organize public benefit activities. Exercise students' leadership and organization.
3. Activities in green theme charity that mainly focus on world environment conservation and world wildlife protection.
4. 安排世界贫困地区的考察和社会公益活动，培养学生的社会公益心
5. 协助学生举办与社会公益相关的活动，锻炼学生的主导和组织能力
6. 组织学生参加以世界环境保护、世界野生动植物保护为主题的绿色公益活动





Abroad Service 出国后的服务 · 文体艺术方面

1. *Attend International sports events, art performance, and filming. Students will directly feel the art atmosphere on top-level.*
2. *Gymnastics and Dance training by professional tutors.*
3. *Art training, such as painting, sculpturing, design, and performance.*
1. 安排学生参加国际级大型运动会、艺术演出、电影拍摄等活动，让学生近距离感受世界顶级艺术氛围
2. 安排专业形体教师传授学生形体艺术操及相关舞蹈课程
3. 根据实际需求安排学生参加绘画、雕塑、设计、演艺等艺术方面的课程训练



CAREER DEVELOPMENT



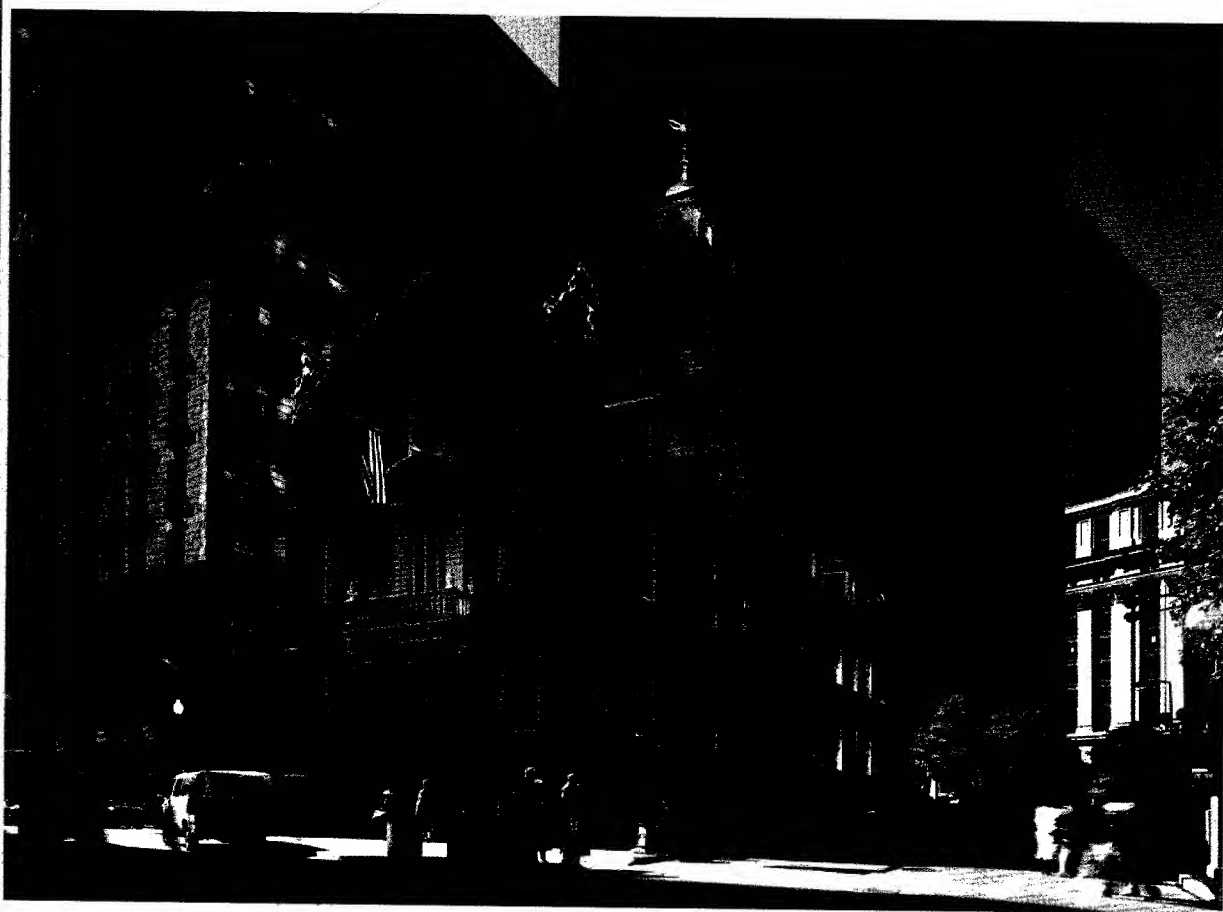
Abroad Service 出国后的服务·创/就业指导

1. *Provide business ingenuity and employment guidance, after graduation.*
 2. *All-around career planning. (Business ingenuity and employment: short-term, 3 years; medium-term, 5 years; long-term, 10 years)*
 3. *Aiming to family business successors, professional guidance of domestic and foreign investment and business innovation will be provided.*
1. 在学生毕业时，为学生提供美国和中国当时的就业和创业信息指导
2. 提供全方位的人生职业规划（创业或者就业：短期3年；中期5年；长期10年）
3. 针对家族企业接班人的学生，提供国内外投资创业的专业指导





BUSINESS



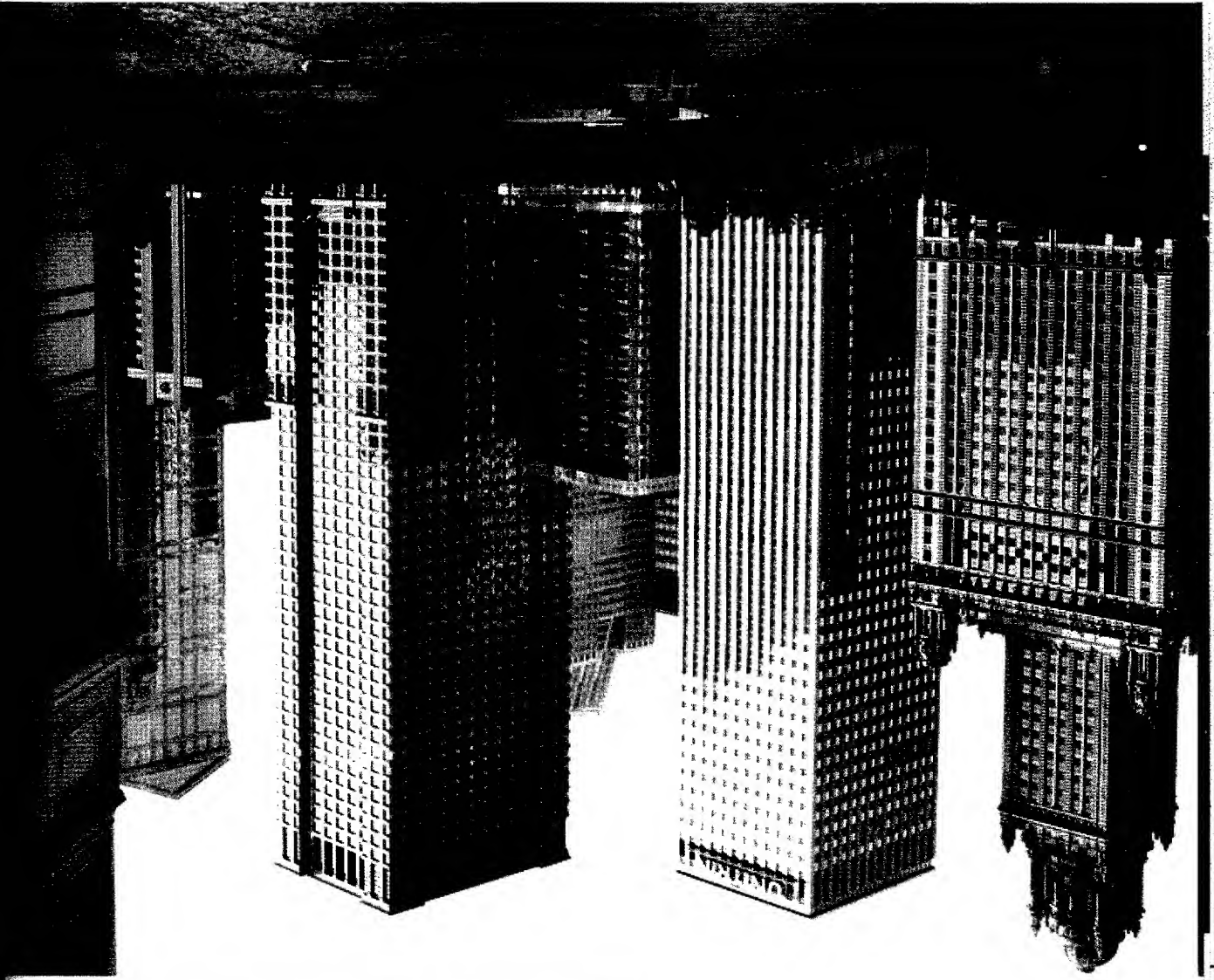


商业服务

1. Business and company visits of world-renowned organizations.
2. Professional legal advices by well-known lawyers.
3. Specific workshops participated by political and business celebrities.
4. Services on international exhibition. Attend World Capital Forum and China-US Business Summit.
5. Professional English translation and American business assistant services.
6. Advanced venue for meeting honored guests and business negotiations.
7. 1-on-1 meetings with American well-known business executives.
8. Abroad insurance for parents (China Ping An Insurance Company).
1. 每年举办多次商务考察活动，根据需要安排相应的美国著名公司
2. 聘请知名律师提供专业法律咨询服务
3. 不定期邀请商界、政界知名人士专题讨论会
4. 提供国际会展服务，参加世界资本论坛及中美企业峰会
5. 提供专业的中英文翻译及美方商务助理服务
6. 提供接待贵宾和洽谈业务的高级场所
7. 安排与美国顶级商界人士的一对一见面的机会
8. 提供学生的父母所有出国期间的保险（中国平安保险）

INVESTMENT





TRAVEL AND LEISURE

❖ 旅游休闲 ❖

1. Airport transportations (Mercedes-Benz/BMW/Bentley), accompanied visits, private aircraft services.
2. Tourists attraction (Mainly in USA, such as Hollywood).
3. Visiting American well-known universities.
4. 提供奔驰/宝马/宾利豪车机场接送, 考察陪同, 以及私人飞机服务
2. 提供世界各地 (美国为主, 如进入好莱坞参观) 著名旅游区或娱乐场所的休闲旅游机会
3. 提供美国著名院校的参观访问机会







5. *Panda's Purpose: Dedication, Mastery, Morality and Love.*

第五条：熊猫俱乐部的宗旨：奉献、精进、厚德、博爱。

6. *Panda's Mission: Make our future better by innovating a new world with progressing civilization.*

第六条：熊猫俱乐部的使命：创新世界，改变未来，推动世界文明发展！

7. *Panda's Vision: Build distinguished global brands; foster distinguished world celebrities*

第七条：熊猫俱乐部的愿景：铸造百年永固全球品牌 培养创新世界风云人物。

STRUCTURE

❖ 组织架构 —

8. Club structure includes the Honorary President of the Club, Council, Consultant team and the Executive management team. A celebrity from the United States' Government and business education, and other areas will serve as the honorary President. Consultant team will be members from foreign Government, business, science and technology, sports, the arts community. Executive management will manage the CLUB's daily work.

第八条：熊猫俱乐部组织架构由名誉主席、理事会、顾问团和执行管理团队组成。名誉主席由美国政商教科等领域的著名人士担任；理事会主要成员为参与熊猫计划的会员或其直系亲属；顾问团队由中外政、商、科技、文体、艺术界的名人名家组成；执行管理团队对俱乐部日常工作实施管理。

9. CLUB set one honorary president; two vice honorary president. 1 council chairperson, 1 executive chairperson, 2 executive vice chairs, 10 Executive Directors, 20 Councils. Open number of consultants. One Executive General Manager; Executive management team consists of resource development Division. Activity organization department, banquet service department, and study aboard department will have one director per department.

第九条：俱乐部设置名誉主席1名，名誉副主席2名。理事会主席1名，常务副主席1名，副主席2名；常务理事会员10人，理事会员20人；顾问人数不限；执行总经理1名；执行管理团队下设资源拓展事业部，活动组织事业部，宴会服务事业部，留学规划事业部四个职能部门，分别设置总监1名。



MEMBER ENROLLMENT

11. Lifelong membership regime exist in this club, the applicant will be checked strictly, to become a lifetime member.

第十一条：俱乐部实行终身会员制，采取严进宽出原则，对会员入会资格实行严格的审查制度，满足俱乐部全部要求方可获得会员证，成为正式会员。

12. All information material must be reliable and true. Fraud is not acceptable. Application will be checked strictly, then membership cards will be released.

第十二条：俱乐部会员保证所有递交的入会材料真实可靠、无弄虚作假。

13. All CLUB members' information is guaranteed to be confidential. Without permission, private information will not be released to any third party.

第十三条：俱乐部保证会员注册、认证资料的安全及保密性，未经会员许可，不得将其材料透露给任何第三方。

14. All CLUB services are in five-year cycle, service fee include five-year basic membership fee, and additional selective services are available as an option. Payment accepted via unified card.

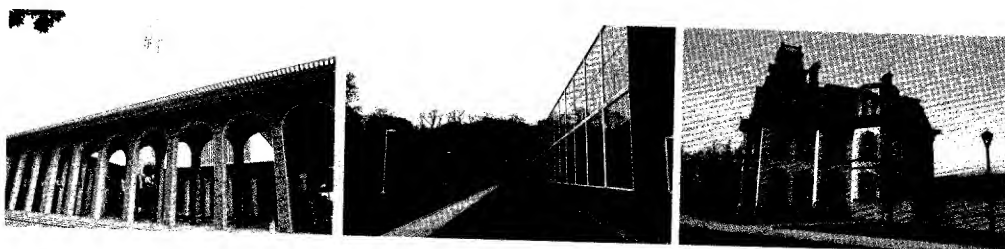
第十四条：俱乐部全部项目服务为五年周期，服务费用包括基本金和选择性服务费用。基本金为五年服务周期的会员资格费用和基本服务费用，选择性服务费用为会员在服务周期内自主选择的消费，采用刷卡形式。

15. *Each membership can only service one person, if two or more people in a family wish to join the CLUB, membership application must be filled out for each person who wishes to join. Please refer to standards for new membership requirements and associated costs.*

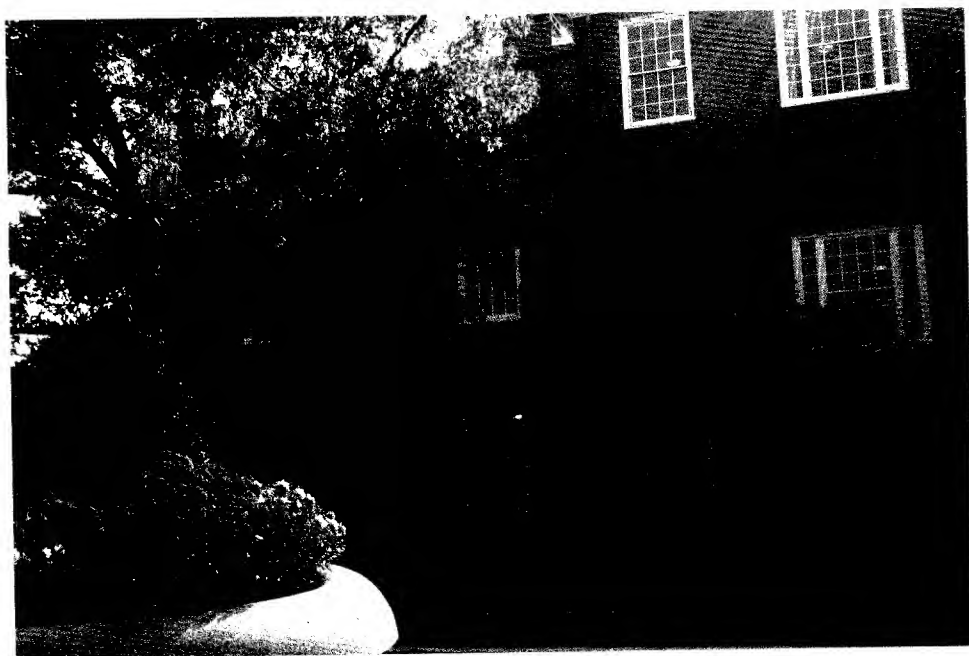
第十五条：五年服务项目每个会员家庭仅限一人参加，若会员家庭有两个及两个以上人员需要入会，须另行办理入会手续。新会员入会要求及费用参照相关标准执行。

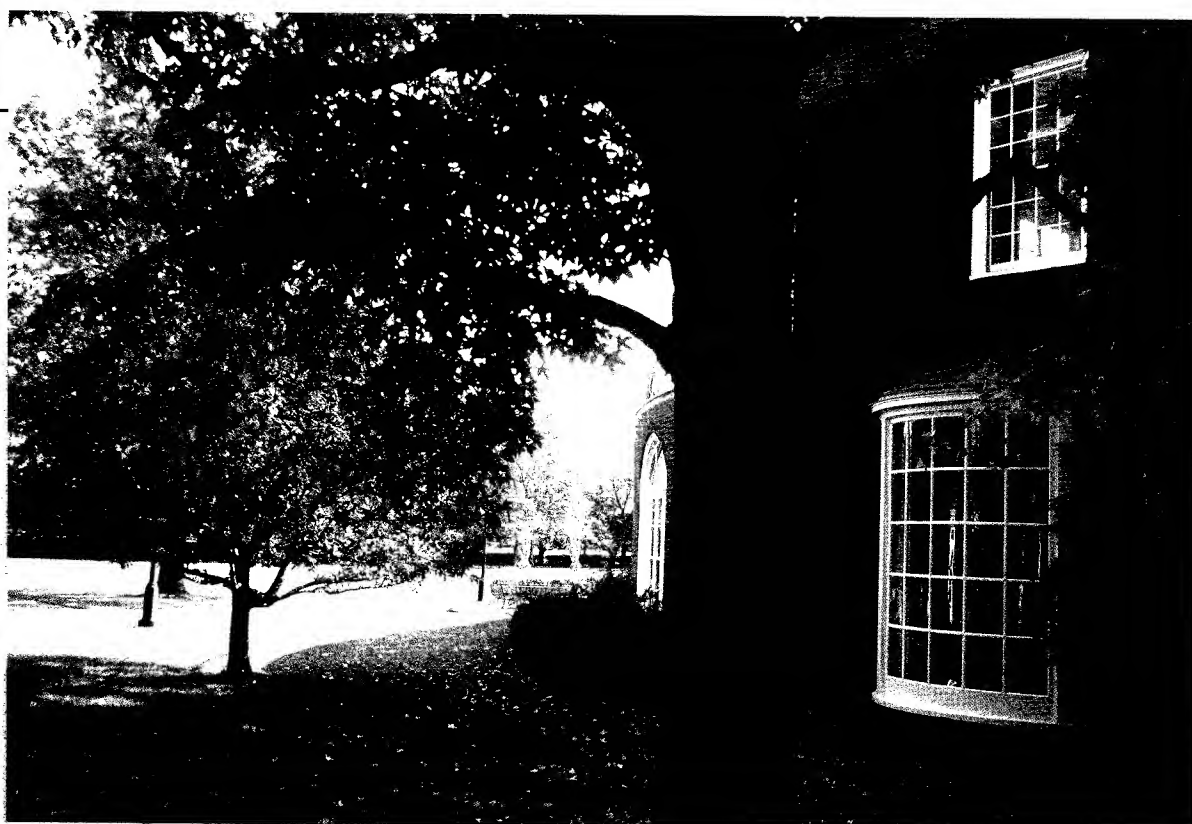
16. *CLUB encourages members to recommend new people to join; priority will be given to referrals.*

第十六条：俱乐部鼓励老会员推荐新人入会，并优先考虑有推荐人的新人入会。



MEMBER EQUALITY





MEMBER OBLIGATION

❖ 会员义务 —

22. *As an obligation, all official members must conserve all internal activity management and related systems involving trade secrets.*

第二十二條：正式會員具有保守俱樂部內部活動經營情況和相關制度章程等商業秘密的義務。

23. *Official members must comply with related system and the Constitution of the Club to facilitate smooth progress of related activities.*

第二十三條：正式會員具有遵守俱樂部相關章程制度及遵從俱樂部為促使相關活動事項順利進行而制定的臨時且必要的規則的義務。

MEMBER SYSTEM

会员制度

24. *Lifelong Membership: Once a member, excluding violate legal responsibilities that are investigated by the judiciary, will become the Panda Club life member, enjoying the reputation and the honor as a Panda Club life member.*

第二十四条：终身会员制。会员一经入会，除违法乱纪被司法机构追究法律责任外，将成为熊猫俱乐部的终身会员，享受熊猫俱乐部终身会员名誉和荣誉。

25. *CLUB service fees beyond basic services are to be paid via unified card system.*

第二十五条：服务消费一卡通制度。俱乐部除基本消费服务之外，其余均采用刷卡消费形式。会员统一办卡，统一刷卡消费。

26. *One-vote negation regime: CLUB takes a rigorous auditing system towards membership qualification, anyone who does not meet the basic conditions is implemented by veto.*

第二十六条：一票否决制。俱乐部对会员的入会资格采取严格的审核制度，对任何一项基本条件未满足者即实行一票否决。

27. *5% Discount regime: Official members who recommend a new member to join successfully, can enjoy a 5% discount in selective services item per person, and so forth.*

第二十七条：0.5折优惠制。会员成功推荐新会员入会，每推荐一名，推荐者享受所有自选消费服务项目的9.5折优惠，依此类推，每推荐一名，减0.5折。享受日期从新会员入会之日起。



28. *Promotion system: After recommend one new member, official member will become council member. After five successful recommendations, official member will become a member of the Executive Director of the Council who may participate in the discussion of the club and make relevant decision of the Club development.*

第二十八条：晋级制。老会员成功推荐新会员入会，每推荐1名，自动晋级为俱乐部的理事会会员；推荐会员累积达到5名，自动晋级为俱乐部理事会常务理事会员，可参与俱乐部相关决策的讨论和制定。

29. *Election: Club executives have the right to appoint and nominate a member to become a Club board member or the Executive Director of the Council Member based on admission qualification.*

第二十九条：推举制。俱乐部决策层有权根据入会成员的资格审核情况决定推举某会员成为俱乐部理事会会员或常务理事会员。

SUPPLEMENTARY ARTICLES

❖ 附则

30. This constitution initiates from the date of the establishment.

第三十条：本章程自熊猫俱乐部成立之日起实行。

31. All members must strictly abide by relevant provisions of the articles & association.

第三十一条：俱乐部和所有参会会员都必须严格遵守本章程的相关规定。

32. This Constitution relating to service conditions and related institutional rules unified by the attachment file description.

第三十二条：本章程涉及的服务细则和相关制度细则统一由相关附件文件作出说明。

33. This Constitution was not completely unified by the Panda Club according to the actual need of sponsors to adjust, modify, add, delete, and perfect, the conclusion of the constitution automatically replaces the existing Constitution provisions from the date of publication and legally effective.

第三十三条：本章程未尽事宜统一由熊猫俱乐部的主办方根据实际需要进行调整、修改、增补、删除和完善，并自修膳完毕公布之日起自动取代原有章程条款而发生法律效力。

34. Interpretation of the statutes is performed by the United State Panda Club (THE PANDA CLUB, USA)

第三十四条：本章程及相关细则的解释权由美国熊猫俱乐部 (THE PANDA CLUB) 行使。

